



City of Lake Oswego, Oregon

Job Description

TECHNICAL SUPPORT COORDINATOR

FLSA Status: Non-exempt

Union Representation: LOMEA

Salary Grade: 166

Job Code: 4060

Class Summary

The Technical Support Coordinator is responsible for the development and operation of the City's Geographical Information System (GIS).

Distinguishing Characteristics

The Technical Support Coordinator is the highest level in the Technical Support job classification series. It is distinguished from the Technical Support Analyst by its responsibility for coordinating with managers, City staff, citizens and other agencies in the region to provide GIS services to City employees, citizens and other governmental agencies.

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Establishes GIS goals, standards and objectives.
2. Develops and implement GIS policy and procedures. This includes production standards and procedures for development of associated databases and products.
3. Designs, plans and coordinates the City's general GIS-related database content and products.
4. Purchases and installs GIS software, hardware and supplies. Maximize the functionality of hardware systems. Diagnose and solve computer equipment problems.
5. Researches new developments and applications in GIS.
6. Provides GIS analysis, processing and map production as backup to other GIS staff during periods of heavy work load.
7. Evaluates, prioritizes and responds to requests for services.
8. Oversees data collection and analysis activities.
9. Provides technical assistance and training to staff as needed.
10. Coordinates activities of GIS staff.
11. Develops annual and supplemental budgets and monitor expenditures.
12. Manages and maintain computer file systems.
13. Negotiates contracts and inter-jurisdictional agreements relating to GIS.
14. Participates in local, regional and state organizations, task forces and user groups to coordinate intergovernmental programs.

15. Designs and programs computer applications to deliver GIS data to users.
16. Works with City staff to determine specifications and needs for a variety of map and data products.
17. Maintains GIS data on the City's Intranet and Intranet web pages.
18. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- AutoCad and ArcView software programs.
- Database design and applications.
- Mapping principles.
- Operating systems, such as Windows, Geo Administrator, and Adobe Illustrator
- Principles, practices, methods and techniques of GIS, cartography, manual drafting and map design.
- Data capture procedures.
- Standard reproduction process for maps, drawings and blueprints.
- Personal computers and related software applications.

Skills and Abilities to:

- Understand mapping principles.
- Determine and implement best methods for making products.
- Gather, compile and present information in a cartographic and tabular format.
- Develop and implement GIS projects.
- Perform GIS analysis.
- Write and speak with sufficient skill to exchange or convey information and interact with co-workers, supervisor, the general public, etc. in a clear and tactful manner.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is through a Bachelor's degree in Geography, Computer Science, Engineering, or a related field and five years of work experience in GIS and computer science.

Licensing and Other Requirements:

Positions in this classification require the ability to possess and maintain a valid driver's license and ability to meet the City's driving standards.

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in

part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Department Director

Date

Human Resources Director

Date

Employee

Date

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.